

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

May 24, 2001  
Phoenix Police Department  
Phoenix, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	Ramsey Beckstead, Scottsdale
*Dan Scott, Apache Junction	*Ken Blume, Surprise
Katie Post, Avondale	Arleen Caruth, Tempe
*Velma Washington, Buckeye	*Jeff Walter, Tolleson
Patti Walton for Jim Malinski, Chandler	*Ronnie Miller, Wickenburg
*Gloria Jones, El Mirage	*+Carol McLeod, ASU
*Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Sheila Pattee, Glendale	*+Fred Christley, Capitol Police
Chris Nadeau, Goodyear	+Debbie Henry, DPS
Joe Noce, Mesa	*+Mark Bach, Ft. McDowell Yavapai Nation
Tom Melton, Maricopa County	+Arnold Castro, Luke AFB
Phil Stenholm for Bruce Barrows, Paradise Valley	*+Louise Smith, Phoenix
*Viola Bent, Peoria	+Joe Gibson, Rural Metro/Southwest Ambulance
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	

\* Those members neither present nor represented by proxy.  
+ Ex-Officio member.

OTHERS PRESENT

Larry Beauchat, ADOA	Linda Sorensen, Qwest
Mary Dysinger-Franklin, Phoenix	Kerry White, Phoenix
Lisa Sheridan, Qwest	Carol Campbell, Phoenix
Bob Bobbett, Qwest	Sherrie Clark, Glendale
Mark Mahoney, Phoenix	Tom Klein, Qwest
Jim Martin, Pinal County	Jean Maiocco, Phoenix
	Karen Allen, Tempe

1. Call to Order

The meeting was called to order by Susan MacFarlane, chairperson, at 9:10 a.m.

2. Approval of the January 25, 2001 PSAP Managers Meeting Minutes

Joe Noce moved, Tom Melton seconded, and it was unanimously carried to approve the January 25, 2001 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean reported that conflicts exist with the MSAG and the telephone service orders when customers give their address as the postal standard. These fall out as errors. In order to lower the error rate the MSAG will be converted to postal standards. This will affect the PSAPs CAD systems. Everyone should check to see that their CAD will accept postal standard. An example of a postal standard address is 1st AVE instead of 1 AV. Some CADs don't accept more than 2 letters for the suffix; however, there are street names with CIR and Blvd in the MSAG now. If your CAD is accepting those than it's a matter of making the change in the alias table. Attached is a list of the suffixs used in Maricopa County and what they will be with the conversion. Jean estimates this conversion will be at least a two-year process. Because this is such a long process the MSAG will have to have dual entries for a while. It would be best if everyone's CAD could have the dual entries also. This would allow for fewer errors and less complicated scheduling.

Susan encouraged everyone to get on 911 Net. This service is free, available to all the PSAPs, records are archived for better tracking, statistical information is provided, and real time MSAG access. She also mentioned that if we had everyone entered their corrections on 911 Net we would have better and more accurate statistics.

Jean reminded everyone to check the MSAG to validate the address before sending in an ALI correction. Contact her to make the MSAG change. The ALI correction can not be made until there is a valid MSAG range. Jean encouraged anyone having trouble, to contact her and she would be happy to help you through it. Patti Walton asked if we would put together a class on 911 Net. Jean and Susan said they would put that together.

Jean mentioned that if you are not on 911 Net and want a copy of the MSAG on CD, contact the SCC analyst. They will send you one but it will have to be reformatted.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, stated they cut Pima County Sheriff's Office and will be cutting Flagstaff DPS on June 19. Tucson Police should be cutting on June 24 and Salt River on May 30. Fire and Meds in Tucson should be up August 5.

The SS7 project has experienced some delays and they are expecting to have it up by November. The primary reason for the delay is due to the introduction of the fifth area code (928). The work for this will include all CPE, the selective router, each trunk, and each end office. They are planning to schedule a meeting soon for the 911 product marketing team to explain the scope of the project.

Susan also mentioned that Ft. McDowell has also been upgraded and is now a primary PSAP.

5. Qwest Maintenance Report

Arleen Caruth, Tempe, mentioned to Tom Klein, Qwest, that the communication problem between the switches still has not been resolved. Tom agreed to look into that as he thought it had been taken care of along with the other issues Tempe and Phoenix had. He mentioned that the batteries at MCSO were being reviewed and upgraded.

Tom stated the problem in Glendale has been fixed. The circuits are back up and more diversified. Instead of being routed 2 and 5 they are now diversified 2-3-2. The problem was that in the central office one of the circuit cards had gone down, which knocked out 5 of the 7 trunks. The repair center had notified the technician but had not told him they were 911 circuits. Tom said he is checking in to this why he was not immediately notified of the problem. He is to be paged anytime there are 911 circuit problems.

Tom said he has hired another 911 technician (Jim Call) who has computer experience and is in training now. He mentioned that all the technicians he is hiring now have the computer experience and will be cross trained.

Tom mentioned his responsibility is now strictly 911 for the northern LATA.

Susan asked Tom about the cable cut that isolated Wickenburg. Linda Sorensen, Qwest, said that condition 4 routing was implemented and believes it worked OK but they were unable to check because of the isolation. She said this may be something we should look at and have a wireless number to reach each PSAP, with the possibility that that portion of the network would still be working. Minneapolis had asked Susan for a way to reach Wickenburg in order to check on them before the technician was able to get out there. Tom Melton, MCSO, mentioned they have microwave and other ways to possibly reach them in case we have this problem with them again or with other out lying areas too.

6. ADOA Report

Barbara Jaeger, ADOA, stated that the FY2002 budget is being finalized. She is in the process of determining how much of the funds will need to be moved from FY 2001.

There are numerous projects going on through out the state. The most urgent ones are the remaining PSAPs with the Positron Phrend equipment. There are also several agencies working on their service plans.

Barbara also discussed that legislation was just passed that allows for wireless providers to recoup their costs. This conflicts with the FCC ruling pertaining to Washington state that clearly defines the demarc at the selective router. She says that they have asked their attorneys for an opinion on which one prevails. This legislation also included increasing the excise tax to 37 cents for all providers. Barbara says this will start being collected immediately. She estimates, though, there will be a deficit in the next few years again. Along

with the increase the legislation also required establishing a study group that will make a report to the Governor, the Speaker of the House, and President if the Senate by December 1, 2001. This group will be made up entirely of legislators.

Larry Beauchat, ADOA, stated his main concern for this study group is that they get all the facts, and answers they need in order to make an accurate and informed report. He is working on this and will be ready by first of September when he suspects they will start on this committee. Susan asked the PSAPs that have the MIS packages to please get a monthly count of their wireless calls and send them to her. She will then compile these for this committee. If your PSAP is only able to hand count off of your printouts please send that to her also. Susan's email address is [susan.macfarlane@phoenix.gov](mailto:susan.macfarlane@phoenix.gov).

7. FY 2002 Budget Amendment

Mary Dysinger-Franklin reported that Phoenix Fire Department has requested a FY2002 budget amendment to purchase and install the MIS package in order to collect statistical data. Because they do not have a Meridian the MIS only collects data on 911 trunks unless MIUs are installed also. One MIU allows for data collection on 4 trunks and costs around \$2000-\$5000. The Fire Department is requesting MIUs for their emergency phone lines. Andy MacFarlane is working on a way to collect this data without the MIU and if successful they will not need these. The preliminary cost estimate is approximately \$70,000 for the MIUs and the MIS package. Joe Noce made the motion to request the amendment and Phil Stenholm seconded. The motion carried.

8. 25-Year Retirement Update

Joe Noce provided a copy of the Arizona retirement chart he compiled from agencies throughout the state. He mentioned that Jack Cross the administrator of the CORP retirement system gave a presentation at the last APCO/NENA meeting. He was able to answer most of the questions agencies had regarding the 25 year retirement that recently passed legislation. This provides for 62.5% of your salary at retirement. Representative Poelstra and Senator Bundgaard both said they would help to amend this to a 20-year retirement when we were ready. Joe said there are 4-5 issues that need to be looked at before going back for an amendment and felt they wouldn't be going back this year because of that. Another reason was the lack of support from the governors office. There will need to be some work on that end too.

Joe said that in order for CORP to do a study on how much it will cost an agency to switch retirement systems the agency has to get city council approval to pay the \$500+ for the study. Jack Cross also gave his email address and phone number so that anyone can call with questions. You can reach him at 602-255-5575 or email him at [jackcross@psprs.com](mailto:jackcross@psprs.com).

There is also information about the retirement system on the [www.AZ-apco-nena.org](http://www.AZ-apco-nena.org) web site.

9. Arizona Missing/Abducted Child Alert Plan Update

Tom Melton reminded the group about this program. This was a grassroots program in Texas about 7 years ago. When there is a confirmed abduction of a child under the age of 17 the premise is to get the information out to the public as quickly as possible. Created a partnership between the police agencies and the radio and TV stations. This allows for more eyes and ears out looking for the child. This is through the Emergency Alert System and a number is given on the air for anyone with information to call. This could have impact on all the 911 PSAPs as people who didn't get the number or if that line is busy they would probably call 911.

Tom Melton reported that the public safety portion was signed off on by all the agencies involved and they are waiting to produce a video and get the bigger group together for a meeting. He will provide an update at the next meeting.

10. MAG FY 2003 PSAP Equipment Funding Request and MAG FY 2003-2007 PSAP Equipment Program

Mary Dysinger-Franklin provided a budget with updated costs and discussed the requests. In the 5-year 911 plan that was approved this year several needed positions were identified. Legislation was passed that allowed for a 1% funding for local level network management and we were therefore able to request those positions in the budget. We also made the request for Phase II that the raise in the access tax is meant to fund.

Susan MacFarlane mentioned in the past justification was not due until it was sent to the state in August. She was changing that but there had not been enough time to request the justification from each agency to have ready for this group. All justification does need to be at our office by June 8 so that it can be included for the Oversight Team. She mentioned that next year the justifications would be made available for the PSAP managers.

The group discussed some of the requests and asked that their concerns be voiced at the Oversight Team. Susan said that she would pass them along before the Oversight Team made their recommendation.

Tom Melton moved to recommend the budget with the concerns addressed at the Oversight Team and that they also receive the justification to support the requests. Joe Noce seconded and the motion carried.

11. Contact One

Susan stated that Contact One the consultant that was awarded the contract has begun the study. She provided a report on what the project is about and what they plan to do. She also handed out a preliminary PSAP site visit schedule. The consultants would like to interview the PSAP manager as well as a line supervisor and one or two dispatchers/call takers. She asked that everyone look at their time slot and advise if that is good for them.

Next meeting was scheduled for Thursday, July 26, 2001 at 9:00 a.m. The meeting will be held at:

**Mesa Community Center  
161 E 6th Place  
Mesa, AZ 85201**

The meeting was adjourned at 11:18 a.m.